

The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

A SNAPSHOT OF WHAT WE DO

Utility services and infrastructure are essential to the economy of Missouri. Virtually every Missouri citizen receives some form of utility service (electric, natural gas, telecommunications, steam, water or sewer) from a company regulated by the Missouri Public Service Commission.

The Public Service Commission is the state government agency charged with ensuring that you receive safe, adequate, and reliable utility services at reasonable rates.

The Commission must balance the interests of the public — ratepayers as well as company shareholders. In proceedings before the Commission, rates are set to give the utility company an opportunity, but not a guarantee, to earn a reasonable return on its investment after recovering its prudently incurred expenses.

Missouri's Regulated Utilities



Electric -- The PSC regulates four investor-owned electric companies (AmerenUE, Aquila Networks-L&P and MPS, Empire District Electric, and Kansas City Power and Light). These companies serve approximately 1.8 million customers. The Commission **does not** regulate the rates of rural electric cooperatives or municipal electric systems. The Commission **does** regulate rural electric cooperatives when it comes to safety issues.

Natural Gas -- Seven investor-owned natural gas companies are regulated by the PSC (AmerenUE, Aquila Networks-L&P and MPS, Atmos Energy Corporation, Fidelity Natural Gas, Laclede Gas, Missouri Gas Energy, and Southern Missouri Gas Company). These companies serve more than 1.4 million customers. While the Commission **does not** regulate the rates of municipal gas systems, the PSC **does** have jurisdiction in terms of safety. The PSC **does not** regulate propane.



Water and Sewer -- The PSC regulates approximately 70 water companies. The largest company is Missouri-American Water Co., serving about 414,000 customers. The PSC also regulates approximately 55 investor-owned sewer companies, ranging in size from less than 20 to just over 1,500 customers. Water quality issues are regulated by the Missouri Department of Natural Resources. The Commission **does not** regulate the rates of municipal water and/or sewer systems, public water supply districts or public sewer districts.



Steam -- Aquila Networks-L&P and Trigen-Kansas City District Energy Corporation. These companies serve approximately 74 customers, primarily commercial and industrial.

Telephone -- The PSC regulates, in different forms, more than 1,000 telecommunications providers (local telephone service providers, long distance companies, pay phone providers, and shared tenant service providers) in Missouri. The PSC **does not** regulate wireless telephones or cable television.



Manufactured Housing -- The PSC regulates manufacturers and retail dealers who sell new and used manufactured homes and modular units. There are approximately 167 registered manufacturers and about 300 registered dealers in Missouri.

Over the past five years, the PSC Consumer Services Department has saved Missouri utility customers more than \$1 million. For help, call **1-800-392-4211** or visit **www.psc.mo.gov**

